Office of Mainframe Software Support

The Office of Mainframe Software Support includes but is not limited to customers support services for legacy IBM mainframe applications and systems.

Benefits and Features:
- ➢ Highly skilled mainframe professionals available to perform needed mainframe consulting and technical services
- ➢ Augment your own technical support staff efficiently and effectively
- ➢ State-of-the-art IBM z/800 hardware platform
- ➢ Customers realize significant savings by sharing IBM mainframe resources instead of running their own IBM mainframe
- ➢ Support and service delivery best practices and processes are followed to promote excellent customer satisfaction

Mainframe Software Support Services

Mainframe Software Support Services offers customers the opportunity to supplement their internal technical units with additional consulting, training, and problem resolution for mainframe processing and software. Some of the system software supported on the mainframe is listed below:

- **CICS** (Customer Information Control System) an IBM online transaction processing program
- **IMS** (Information Management System) an IBM database and transaction management system
- **IMS Listener** allows applications to forward transactions from servers to IMS
- **DB2** is an IBM family of relational database management system products
- **Data Facility Storage Management Subsystems (DFSMS ^{TM})** is an IBM software suite that automatically manages data from creation to expiration
- **DFSMS (Data Facility Storage Management System)** is an IBM Data management, backup and HSM software from IBM for MVS and OS390 mainframes
- **DFSMShsm (Hierarchical Storage Manger)** is an optional feature providing backup, recovery, migration, and space management functions.
- **RACF (Resource Access Control Facility)** protects your vital system resources and controls what users can do on the operating system.
- **ROSCOE** a mainframe Text Editor
- **SYNCSORT** a high performance sort/merge/copy utility available on the mainframe system.
- **COBOL (Common Business Oriented Language)** a second-generation programming language
- **TCP/IP (Transmission Control Protocol/Internet Protocol)** the basic communication language or protocol of the Internet. It can also be used as a communications protocol in a private network (either an intranet or an extranet)

- **Connect Direct** provides the capability for moving mission-critical data to and from a variety of platforms supporting multiple communication protocols.
- **VTAM (Virtual Telecommunications Access Method)** is an IBM application for MVS, With VTAM/SWITCH users can switch between multiple VTAM sessions (CICS, T50, ICCF, IMS, TESTCICS, etc) by either pressing a PF/PA key or by entering a special two position character string in conjunction with a PF key (even one reserved by an application)
- **CA-Spool Print Management** provides an independent spooling and print management system for all 3270-type, AFP-type, PCL-type, and PostScript-type SNA, TCP/IP and FSS-connected printers
- **NETVIEW** is IBM's network management system. A text message-based system that monitors, manages and controls SNA networks
- **TSO/ISF** is an IBM text editor and programming facility
- **EasyTrieve Plus** is a report generator
- **CA-7** Unicenter CA-7 Job Management can fully manage workloads by establishing job dependencies, setting even triggers and managing workloads base on resource requirements. CA-7 Job Management can automate, schedule and control your production workload.
- **CA-11** Unicenter CA-11 Restart and Tracking is the market leading mainframe rerun management and tracking solution, with the ability to automate the rerun process
- **Librarian** provides general-purpose library management services for mainframe OS/390 and z/OS, VSE and VM environments
- **Novation** is Mainframe web access middleware (GT Software)
- **VISUALCONNECT** is Screen Scraping software
- **VISUALCONNECT EMULATOR** is TN3270 Emulator software
- **TCACCESS** provides SQL access to mainframe files
- **IVORY SML/SOAP** Access to mainframe
- **JSUB** submits JCL from CICS
- **Abend-AID/CICS** provides both system and application programmers with in-depth ABEND diagnostics for CICS applications, transitions, and regions.
- **EOS** Print Output Management

CPU Services

Batch-prime	$0.0872 per CPU second
Batch-off prime	$0.0763 per CPU second
CICS	$0.1635 per CPU second
IMS	$0.1308 per CPU second
ROSCOE	$0.4905 per CPU second
TSO	$0.1308 per CPU second
DB2	$0.3815 per CPU second

Storage Services

DASD STORAGE (SMS)	$0.000033 per 100 bytes per month
DADS STORAGE (TRIPLE)	$95.92 per volume per month
DASD I/O	$0.0131 per 1,000 EXCP's
TAPE I/O	$0.2071 per 1,000 EXCP's
TAPE STORAGE	$1.31 per cartridge per month
LINE PRINT	$3.26 per 1,000 pages
LASER PRINT	$0.0600 per page